



Conseil des Services du District de
Manitoulin-Sudbury
District Services Board

MULTI-YEAR ACCESSIBILITY PLAN 2016 – 2018

This Multi-Year Accessibility Plan outlines the policies and actions that the Manitoulin-Sudbury District Services Administration Board (DSB) will implement to improve opportunities for people with disabilities.

STATEMENT OF COMMITMENT

The Manitoulin-Sudbury DSB is committed to creating an environment that allows all people to maintain their dignity and independence. The Manitoulin-Sudbury DSB believes in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

INTENT

The intent of this Multi-Year Accessibility Plan is to assist in recording requirements under the Accessibility for Ontarians with Disabilities Act (AODA) key areas: Customer Service, Information and Communication, Employment, Design of Public Space, and Transportation.

Accessibility Requirements	Due Date	Lead Department	Completion Status
Customer Service Standard			
MANITOULIN-SUDBURY DSB is committed to excellence in serving all customers including people with disabilities.			
Accessible Customer Service Policy and Procedures <ul style="list-style-type: none"> • Develop, implement and maintain policies and procedures on providing goods and services to persons with disabilities • Policies will address: <ul style="list-style-type: none"> ○ The Provision of Goods and Services to Persons with Disabilities ○ The Use of Assistive Devices ○ The Use of Guide Dogs, Service Animals and Service Dogs ○ The Use of Support Persons ○ Notice of Service Disruptions ○ Training ○ Feedback Process 	July 2010	Human Resources & Integrated Social Services	Completed, with on-going implementation as needed
Notice of Temporary Disruptions <ul style="list-style-type: none"> • Provide public notice of disruption in facilities or services by posting on premises and on website, including reason for disruption, anticipated duration and description of alternatives 	July 2010	Human Resources & Integrated Social Services	Completed, with on-going implementation as needed
Training <ul style="list-style-type: none"> • Provide training to all employees, volunteers, contractors, and others who deal with the public or other third parties on their behalf, and all those who are involved in the development policies and procedures • Training includes: <ul style="list-style-type: none"> ○ Overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard ○ MANITOULIN-SUDBURY DSB's policies and procedures related to the Customer Service Standard ○ Instructions on interaction and communication with customers with various types of disabilities ○ Instructions on interaction with people with disabilities who require assistive devices; require the assistance of a guide dog, service animal or service dog; or require the assistance of a support person ○ Instructions on use of equipment or devices that are available or that may assist customers with disabilities ○ Instructions on assisting a customer with a disability that is having difficulty accessing services • Maintain training records 	July 2010	Human Resources & Integrated Social Services	Completed, with on-going implementation as needed

Accessibility Requirements	Due Date	Lead Department	Completion Status
Feedback Process <ul style="list-style-type: none"> • Establish process for receiving and responding to customer feedback • Ensure that processes are accessible to persons with disabilities by providing accessible formats and arranging for communication supports upon request • Provide multiple feedback formats including in person, by mail, email or website • Notify public of feedback process 	July 2010	Human Resources & Integrated Social Services	Completed, with on-going implementation as needed
Service Animals and Support Persons <ul style="list-style-type: none"> • Establish process for service animals and support persons 	July 2010	Human Resources & Integrated Social Services	Completed, with on-going implementation as needed
Integrated Accessibility Standards Regulation			
MANITOULIN-SUDBURY DSB will meet the requirements under the Integrated Accessibility Standards Regulation.			
Corporate Accessibility Policy and Procedures <ul style="list-style-type: none"> • Develop, implement and maintain policies and procedures on the requirements of Integrated Accessibility Standards Regulation • Policy addresses: <ul style="list-style-type: none"> ○ Information and Communication Standard ○ Employment Standard ○ Design of Public Spaces Standard ○ Training ○ Feedback process 	July 2010	Human Resources & Integrated Social Services	Completed, with on-going implementation as needed
Multi-Year Accessibility Plan <ul style="list-style-type: none"> • Establish, implement and maintain multi-year accessibility plan outlining the strategy to prevent and remove barriers for people with disabilities • Prepare annual status report • Post multi-year accessibility plan and annual status reports on website 	August 2017	Human Resources & Integrated Social Services	Completed, with on-going implementation as needed
Accessibility Reports <ul style="list-style-type: none"> • Complete government accessibility report as needed 	2014, 2017 and 2020	Integrated Social Services	Reoccurring
Procurement <ul style="list-style-type: none"> • Consider accessibility features when procuring goods, services related elements or facilities 	July 2010	Finance	Completed, with on-going implementation as needed

Accessibility Requirements	Due Date	Lead Department	Completion Status
<p>Training</p> <ul style="list-style-type: none"> • Provide training to all employees and volunteers; all other persons who provide goods, services or facilities on behalf of the organization; and all persons who participate in developing the organization's policies • Training includes: <ul style="list-style-type: none"> ○ Overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Integrated Accessibility Standards ○ Overview of the Human Rights Code as it pertains to persons with disabilities ○ MANITOULIN-SUDBURY DSB's policies and procedures related to the Integrated Accessibility Standards • Provide training on an ongoing basis to reflect any changes to legislation or policies and procedures • Maintain training records 	July 2010	Human Resources	Completed, with on-going implementation as needed
<p>Feedback Process</p> <ul style="list-style-type: none"> • Establish process for receiving and responding to corporate feedback • Provide multiple feedback formats including in person, by mail, or email 	July 2010	Human Resources & Integrated Social Services	Completed, with on-going implementation as needed
<p>INFORMATION & COMMUNICATION</p> <p>MANITOULIN-SUDBURY DSB is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.</p>			
<p>Accessible Formats and Communication Support</p> <ul style="list-style-type: none"> • Upon request, provide or arrange the provision of accessible formats and communication supports to persons with disabilities: <ul style="list-style-type: none"> ○ In a timely manner that takes into account the person's accessibility needs ○ At a cost that is no more than the regular cost charged to other persons • Consult with the person making the request to determine the suitability of an accessible format or communication support • Notify public about availability of accessible formats and communication supports 	July 2010	Human Resources & Integrated Social Services	Completed, with on-going implementation as needed

Accessibility Requirements	Due Date	Lead Department	Completion Status
Accessible Websites and Web Content <ul style="list-style-type: none"> Browsealoud will be installed on our website 	November 2017	Information Systems	In progress
Educational and Training Resources or Materials <ul style="list-style-type: none"> Provide educational and training resources or materials in an accessible format that takes into account the accessibility needs of the person with a disability Includes all persons who facilitate training and courses on behalf of the organization Provide records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities 	July 2010	Human Resources	Completed, with on-going implementation as needed
Notice of Temporary Disruptions <ul style="list-style-type: none"> Provide public notice of disruption in facilities or services by posting on premises and on website, including reason for disruption, anticipated duration and description of alternatives 	Long since completed. We provide notices for this for all projects on the bulletin boards.	Infrastructure	Completed, with on-going implementation as needed for infrastructure projects and advertised on public board and directly to tenant units as needed.

Accessibility Requirements	Due Date	Lead Department	Completion Status
EMPLOYMENT MANITOULIN-SUDBURY DSB is committed to fair and accessible employment practices.			
Recruitment Process <ul style="list-style-type: none"> Notify public about the availability of accommodation Provide suitable accommodation during the recruitment, assessment and selection processes that take into account the applicant's accessibility needs due to disability 	July 2010	Human Resources	Completed, with on-going implementation as needed
Informing Employees of Supports <ul style="list-style-type: none"> Inform all employees of policies used to support and accommodate employees with disabilities Provide information to new employees Provide updated information to employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability 	July 2010	Human Resources	Completed, with on-going implementation as needed
Accessible Formats and Communication Supports for Employees <ul style="list-style-type: none"> Provide accessible formats or communication supports to employees upon request Consult with employee to determine the suitability of an accessible format or communication support 	July 2010	Human Resources	Completed, with on-going implementation as needed
DESIGN OF PUBLIC SPACES MANITOULIN-SUDBURY DSB will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. This includes service related elements; outdoor play spaces; outdoor public eating areas and outdoor paths of travel.			
Maintain Accessible Elements of the Public Spaces <ul style="list-style-type: none"> Develop and implement preventative and emergency maintenance procedures for the accessible parts of our public spaces Post when regular maintenance occurs and advise people of alternatives 	July 2010	Infrastructure	On going

Accessibility Requirements	Due Date	Lead Department	Completion Status
Outdoor Public Eating Areas Located in Housing Complexes <ul style="list-style-type: none"> In the event of building new or making major changes to our existing public eating areas we will ensure that at least 20 percent, and no fewer than one, of the tables are accessible to people using mobility aids, such as wheelchairs; that the ground leading to and under the accessible tables is level, firm and stable and that enough space is clear around the accessible tables so people using a mobility aid can approach the table 	July 2017	Infrastructure	On going
TRANSPORTATION			
Not applicable to the MANITOULIN-SUDBURY DSB			

FOR MORE INFORMATION

For further information on this accessibility plan, please contact the Human Resources, at:

Phone: 800-667-3145
Email: hr@msdsb.net

Accessible formats of this document are available upon request.